

CoverRx FAQs

[How do I apply?](#)

[Is there Co-pay assistance?](#)

[How much will it cost?](#)

[Does it matter which pharmacy I go to? Can they go to any pharmacy, or will there be a list of participating pharmacies](#)

[If I join this program, can I use other PAPs?](#)

[Can I join if I have Medicare/Part D?](#)

[Why were these drugs chosen to be covered by CoverRx?](#)

[Why is there a limit of 5 prescriptions per month?](#)

[I take more than 5 prescriptions each month. Can I appeal the limit? Where's the point of contact for those recipients needing more than 5 prescriptions per month?](#)

[Other resources for additional meds or meds that are not on the formulary:](#)

[I can't take generics. Is there any way to get brands?](#)

[How do I get the list of covered drugs?](#)

[How do you access the "restricted" formulary?](#)

[I never had TennCare. Can I still join?](#)

[How long will this program last?](#)

[I am not on any medication right now, but can I join in case I need it in the future?](#)

[Is mail order available? Will there be a mail order program?](#)

[Can I get 3 month supply at one time?](#)

[Can you help me get a prescription?](#)

[After I get my 5 prescriptions at the regular co-pay, can I get more at a discount/larger co-pay?](#)

[Will members receive a card?](#)

How do I apply?

As with all Cover Tennessee programs, you can call 1-866-COVERTN, or you can call CoverRx directly at 888-560-2649. An application is also available at www.covertn.gov/coverrx.html

Is there co-pay assistance?

No, but co-pays are on a sliding scale based on income.

How much will it cost?

CoverRx is not insurance, so there are no premiums. There will be affordable co-payments which will vary with income. Participants will be charged the lesser price of the pharmacy's price for a drug, the Usual & Customary price according to the pharmacy industry, or the co-payment listed here.

| CoverRx Co-Pay Sliding Scale Based on Income | | | |
|--|--------------------------------|--------------------------------|--------------------------------|
| Persons in Household | Below FPL | FPL to 149% FPL | 150% FPL to 250% FPL |
| 1 | \$0 - \$9,799 | \$ 9,800 - \$14,699 | \$14,700 - \$24,500 |
| 2 | \$0 - \$13,199 | \$13,200 - \$19,799 | \$19,800 - \$33,000 |
| 3 | \$0 - \$16,599 | \$16,600 - \$24,899 | \$24,900 - \$41,500 |
| 4 | \$0 - \$19,999 | \$20,000 - \$29,999 | \$30,000 - \$50,000 |
| 5 | \$0 - \$23,399 | \$23,400 - \$35,099 | \$35,100 - \$58,500 |
| 6 | \$0 - \$26,799 | \$26,800 - \$40,199 | \$40,200 - \$67,000 |
| 7 | \$0 - \$30,199 | \$30,200 - \$45,299 | \$45,300 - \$75,500 |
| 8 | \$0 - \$33,599 | \$33,600 - \$50,399 | \$50,400 - \$84,000 |
| Co-Pay Structure | | | |
| Generics: 30 day supply | \$3 | \$6 | \$10 |
| Generics: 90 day supply* | \$3 | \$12 | \$20 |
| Brand/Insulin/Diabetic Supplies: 30 day supply or up to covered limit | \$5 | \$10 | \$15 |
| All Others | Lesser of Discount, MAC or U&C | Lesser of Discount, MAC or U&C | Lesser of Discount, MAC or U&C |

** 90 day supplies available only through mail order and select retail pharmacies that have chosen to participate. Check with your local pharmacy to see if 90 day supplies are available at that location.*

Does it matter which pharmacy I go to? Can they go to any pharmacy, or will there be a list of participating pharmacies?

You must use a CoverRx network pharmacy. A list of network pharmacies will be included in the welcome packet. There are over 1400 pharmacies in Tennessee participating in the CoverRx network.

If I join this program, can I use other PAPs?

Other PAP programs are also available and their use is encouraged. Here is a list of resources where you might begin to look. (List of other resources listed below)

Can I join if I have Medicare/Part D?

No. Medicare Part D is considered prescription drug coverage and to be eligible for CoverRx individuals cannot have prescription drug coverage.

Why were these drugs chosen to be covered by CoverRx?

CoverRx was built upon the successful model of the Safety Net pharmacy assistance program which included more than 50 generic medications targeting chronic conditions. The CoverRx formulary expanded upon this formulary to include other categories of drugs including medications intended for both maintenance and episodic use. Categories targeting the treatment of mental health conditions and diabetes were also augmented.

Why is there a limit of 5 prescriptions per month?

Past experience for Tennessee pharmaceutical assistance to TennCare disenrollees showed that on average, 3 to 5 prescriptions covered the pharmaceutical needs of participants. By placing the limit at 5, and adding a short list of medications including insulin that do not count against the limit, policymakers tried to err on the high side, and still stretch our funding to cover as much of the need as possible.

I take more than 5 prescriptions each month. Can I appeal the limit? Where's the point of contact for those recipients needing more than 5 prescriptions per month?

There is no appeal process for exceptions to the 5 prescription limit. The CoverRx card can be used as a discount card for drugs over the 5 script limit.

Other resources for additional meds or meds that are not on the formulary:

- National Council on Aging - Benefits Check Up Program helps seniors find programs that may help pay for some of the cost of prescription drugs, health care, utilities, and other services: <http://www.benefitscheckup.org>
- Needy Meds provides information about patient assistance programs that provide no cost prescription medications to eligible participants: <http://www.needymeds.com>
- PhRMA - The Pharmaceutical Research and Manufacturers of America provides information about discounted/free Prescription Drug Assistance Programs offered by drug manufacturers: www.pparx.com or call 1-800-477-2669
- www.togetherrxaccess.com or call 1-800-444-4106
- www.freemedicinefoundation.com
- www.xubex.com
- www.rxhope.com

- Robert Wood Johnson Foundation provides information on Prescription Drug Assistance Programs for generic versions of brand name medications. Includes online application forms: <http://www.rxassist.org/default.cfm> or call 401-729-3284
- www.RxOutreach.com or call 1-800-769-3880
- For diabetes meds: www.diabetes.org
- Also for diabetes meds and supplies: The Charles Ray III Diabetes Association, Inc. <http://www.charlesray.q12.com>
- Patients with insurance but needing help with co-pays on expensive medications for chemotherapy or autoimmune disorders can contact the Patient Advocacy Foundation Co-Pay Relief program at pap@patientadvocate.org or call (866) 512-3861.
- For rare diseases, contact NORD at www.rarediseases.org
- www.tennhelp.com
- Eli Lilly and Company <http://www.lillyanswers.com> or call 1-877-795-4559
- GlaxoSmithKline <http://www.bridgestoaccess.gsk.com> or call 1-888-728-4368
- Merck <http://www.merckuninsured.com> or call 1-800-727-5400
- Novartis <http://www.novartisicareplan.com> or call 1-866-974-2273
- Pfizer <http://www.pfizerhelpfulanswers.com> or call 1-866-706-2400

I can't take generics. Is there any way to get brands?

The program does not pay for drugs not on the covered drug list. The CoverRx card can be used as a discount card to purchase brand drugs not on the covered drug list.

How do I get the list of covered drugs?

The list of covered drugs will be included in every welcome packet. The list is also available at the website www.covertn.gov/cover_rx.html or you can request that a copy be mailed to you by calling 1-888-560-2649.

How do you access the "restricted" formulary?

The restricted formulary is available only to Mental Health Safety Net individuals that have been diagnosed as Severely and Persistently Mentally Ill (SPMI). This diagnosis is provided by the Community Mental Health Centers. <http://tennessee.gov/mental/safetynet.html>

I never had TennCare. Can I still join?

Yes

How long will this program last?

The CoverRx Program is designed to be an on-going program, and is funded on a recurring basis. The legislation that authorized the creation of the CoverRx program requires that it be re-evaluated at the end of its third year (June 2009).

I am not on any medication right now, but can I join in case I need it in the future?

Yes, however, this program is designed to support individuals with serious or immediate pharmacy needs that do not have other options.

Is mail order available? Will there be a mail order program?

Yes

Can I get 3 month supply at one time?

Yes. A 90 day supply is available through mail order and through those local retail pharmacies that have opted to participate in the 90 day program. Check with your local pharmacist to determine if they participate in the 90 day program.

Can you help me get a prescription?

All prescriptions must be written by your provider. CoverRx does not interface with providers on behalf of enrollees.

After I get my 5 prescriptions at the regular co-pay, can I get more at a discount/larger co-pay?

Yes. The CoverRx card acts as a discount card for drugs over the 5 script limit as well as drugs not on the covered drug list.

Will members receive a card?

Anyone determined to be eligible will receive a card along with their welcome packet.